




# MDMR WETLANDS PERMITTING

## ONLINE PERMITTING PORTAL

Welcome to the Online Permitting Portal Help Document. Our staff has tried to make this process easy to follow. This document includes helpful notes and step-by-step instructions to make the application process as painless as possible.

### NOTES

- For help with how to fill in specific fields, please read the [blue notes](#) at the top of the Online Application page. Each note is labeled with the specific field it addresses.
- A **RED LINE** | to the left of a field means that you must enter information in that blank. All of these fields must be completed in order to submit the application.
- Hover over the  for more info about how to complete that field.

**IMPORTANT NOTE:** The Online Application system is responsive to your input and may be slightly slow, but only the needed info will be asked for.

**For a visual WALKTHROUGH of all steps to complete the Online Permitting Application, keep reading:**

## VISUAL WALKTHROUGH

1. Navigate your browser to the Online Permitting Portal at <https://www.citizenserve.com/Portal/?installationid=309>

### NEW USERS

2. To apply for a new Permit, click **APPLY FOR A PERMIT** (Figure 1)

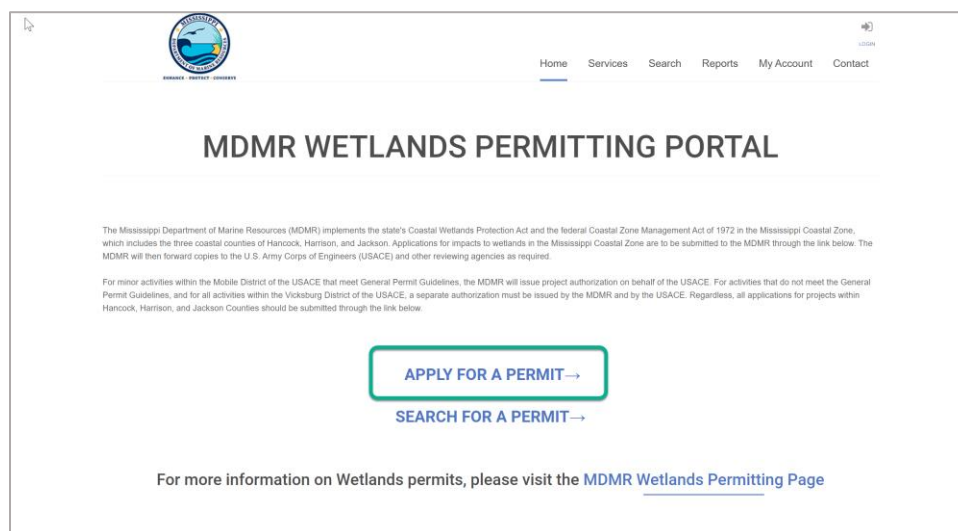


Figure 1

3. If you have never logged on to the Portal before, create a new user by clicking **REGISTER NOW** under *New to our Portal?* (Figure 2)

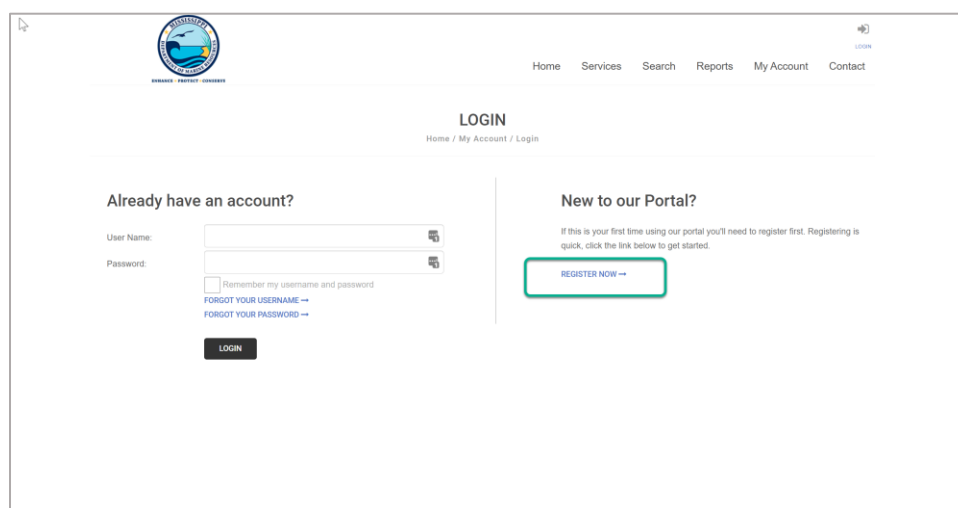


Figure 2

4. Choose the *Registration Type*. Choose *Business*, *Government Agency*, or *Organization* as Type if you are registering as an individual in your role for such a group. (Figure 3)

The screenshot shows the 'REGISTER' page of the University of California website. The header includes the university logo and navigation links: Home, Services, Search, Reports, My Account, and Contact. The main heading is 'REGISTER' with a breadcrumb trail 'Home / My Account / Register'. Below this, a note states: 'Choose "Business," "Government Agency," or "Organization" as **Type** if you are registering as an individual in your role for such a group. Enter the agency or company name in the "Business Name:" field.' The 'Registration Type:' label is followed by a dropdown menu. A red vertical bar to the left of the label indicates it is a required field. The dropdown menu is open, showing four options: 'Business' (highlighted in blue), 'Government Agency', 'Individual', and 'Organization'.

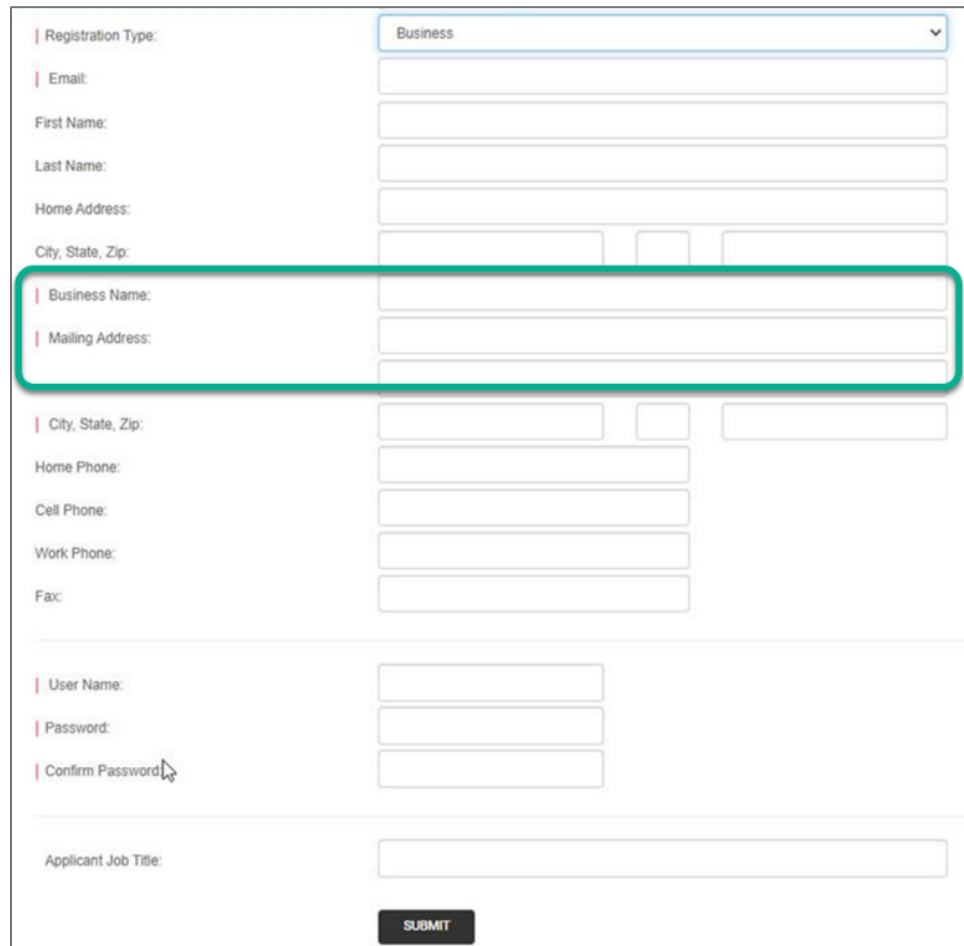
Figure 3

5. Complete the registration form as applicable. Note that required fields are highlighted by a red vertical bar to the left of the field name. (Figure 4)

A close-up of the 'Registration Type:' label. A red vertical bar is positioned to the left of the text, indicating that this field is required.

Figure 4

6. If *Business, Government Agency, or Organization*, please enter the agency or company name in the *Business Name* field. (Figure 5)



The image shows a registration form with the following fields and sections:

- Registration Type:** A dropdown menu with "Business" selected.
- Email:** A text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Home Address:** A text input field.
- City, State, Zip:** Three separate input fields for city, state (a small box), and zip.
- Business Name:** A text input field, highlighted with a green rounded rectangle.
- Mailing Address:** A text input field.
- City, State, Zip:** Three separate input fields for city, state (a small box), and zip.
- Home Phone:** A text input field.
- Cell Phone:** A text input field.
- Work Phone:** A text input field.
- Fax:** A text input field.
- User Name:** A text input field.
- Password:** A text input field.
- Confirm Password:** A text input field, with a mouse cursor hovering over it.
- Applicant Job Title:** A text input field.
- SUBMIT:** A dark button at the bottom center.

Figure 5

7. Once the form is completed, click **SUBMIT** at the bottom of the page. After submitting, you will be directed to the Online Application.

## ONLINE APPLICATION

8. The first step is to choose the appropriate **Application Type** in the drop down. (Figure 7)

- a. The **Application Type** is either *Condensed* or *Expanded*. Choose *Condensed* if you have 5 or fewer Impact Types and *Expanded* if you have more than 5. The *Federal Consistency Certification* type will only be used for projects by federal agencies or located on the Outer Continental Shelf (OCS). Click [HERE](#) for help in determining number of Impact Types.

If less than 5  
Impacts, choose  
Wetlands Permit -  
Condensed

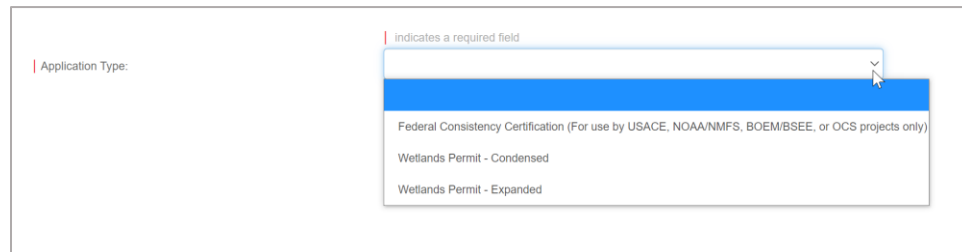
A screenshot of a web form showing the 'Application Type' dropdown menu. The dropdown is open, displaying three options: 'Federal Consistency Certification (For use by USACE, NOAA/NMFS, BOEM/BSEE, or OCS projects only)', 'Wetlands Permit - Condensed', and 'Wetlands Permit - Expanded'. A red vertical line to the left of the label 'Application Type:' indicates a required field. A red vertical line to the left of the dropdown arrow also indicates a required field.

Figure 7

9. Next, choose the **Sub Type**.

- a. If the project will generate a profit, it is *Commercial*. If not, choose *Residential*, *Public/Government*, or *NGO/Non-Profit/Similar Organization*. (Figure 8)

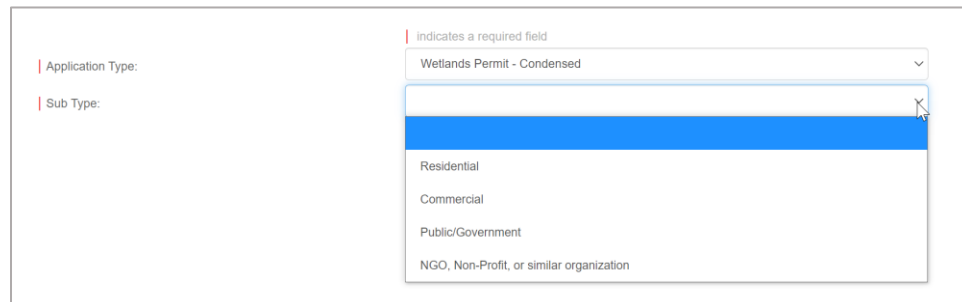
A screenshot of a web form showing the 'Sub Type' dropdown menu. The dropdown is open, displaying four options: 'Residential', 'Commercial', 'Public/Government', and 'NGO, Non-Profit, or similar organization'. A red vertical line to the left of the label 'Sub Type:' indicates a required field. A red vertical line to the left of the dropdown arrow also indicates a required field.

Figure 8

10. Enter the **Address or Parcel Number**. Please enter the *Street address* or *Parcel #* in the top field and the *City*, *State*, and *Zip Code* in the following fields. Click the **FIND ADDRESS** button. (Figure 9)

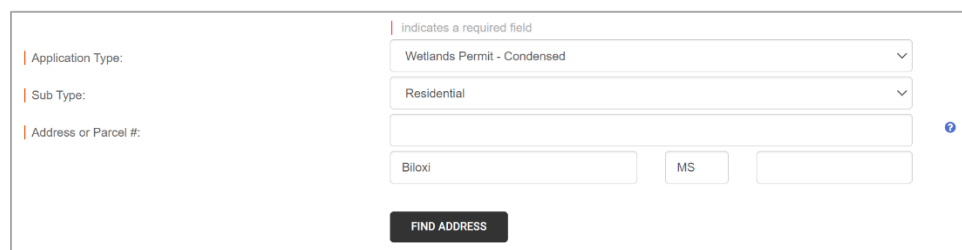
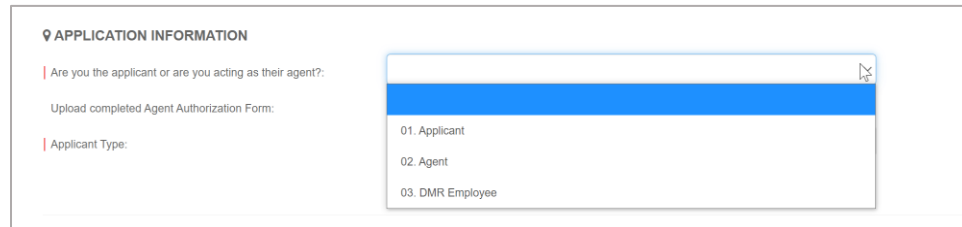
A screenshot of a web form showing the 'Address or Parcel #' section. It includes a text input field for the address or parcel number, a dropdown menu for the state (currently showing 'MS'), and a 'FIND ADDRESS' button. A red vertical line to the left of the label 'Address or Parcel #:' indicates a required field. A red vertical line to the left of the state dropdown arrow also indicates a required field.

Figure 9

## APPLICATION INFORMATION

11. In the next field, choose appropriately whether you are the *Applicant* or acting as an *Agent*. (Figure 10)



APPLICATION INFORMATION

Are you the applicant or are you acting as their agent?:

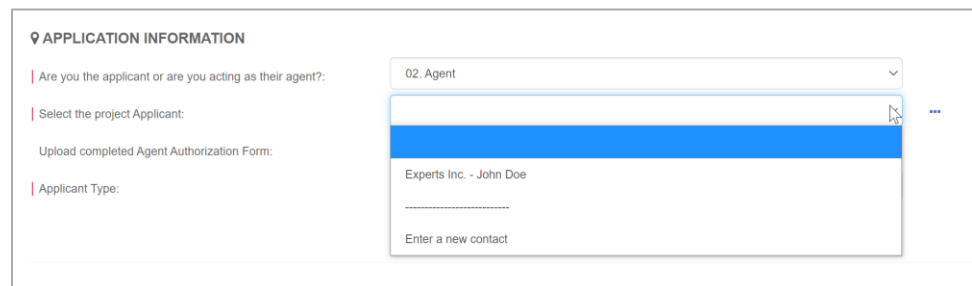
Upload completed Agent Authorization Form:

Applicant Type:

- 01. Applicant
- 02. Agent
- 03. DMR Employee

Figure 10

- If *Agent*, proceed to uploading a completed **Agent Authorization Form**, if applicable. **Agent Authorization Forms** can be found at <https://dmr.ms.gov/submittal-requirements>.
- If *Agent*, also select the *Applicant* in the next field. If the *Applicant's* name is not listed, select *Enter a new contact* in the drop down. Next, complete the contact form with the *Applicant's* information. (Figure 11)



APPLICATION INFORMATION

Are you the applicant or are you acting as their agent?: 02. Agent

Select the project Applicant:

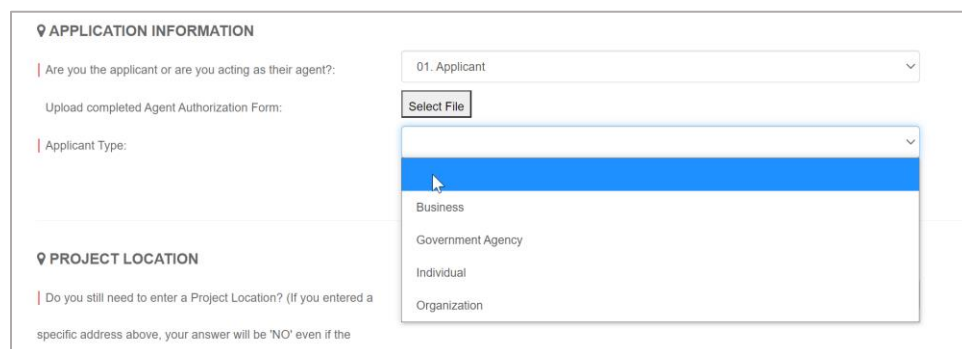
Upload completed Agent Authorization Form:

Applicant Type:

- Experts Inc. - John Doe
- Enter a new contact

Figure 11

12. Choose the correct **Applicant Type** in the next field. (Figure 12)



APPLICATION INFORMATION

Are you the applicant or are you acting as their agent?: 01. Applicant

Upload completed Agent Authorization Form: [Select File](#)

Applicant Type:

- Business
- Government Agency
- Individual
- Organization

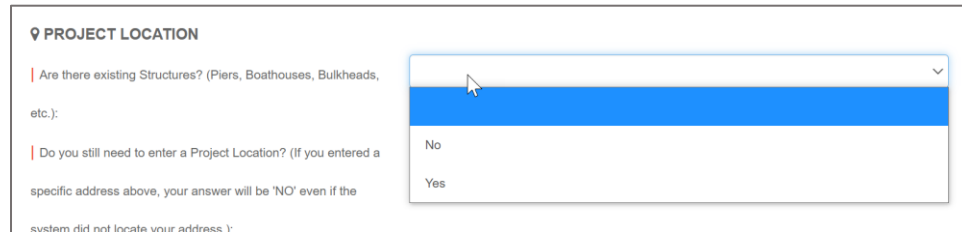
PROJECT LOCATION

Do you still need to enter a Project Location? (If you entered a specific address above, your answer will be 'NO' even if the

Figure 12

## PROJECT LOCATION

13. Choose whether there are existing structures at the Project Location. (Figure 13)



**PROJECT LOCATION**

Are there existing Structures? (Piers, Boathouses, Bulkheads, etc.):

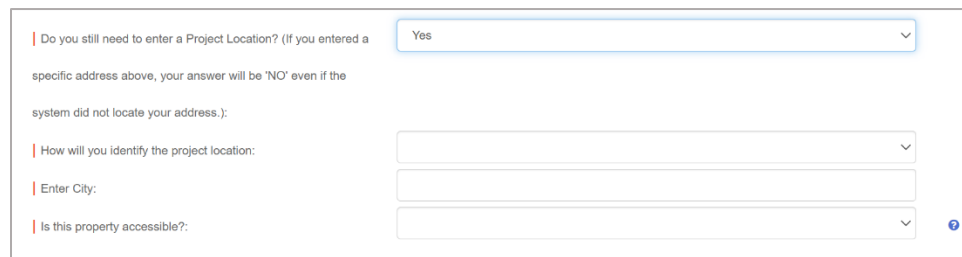
Do you still need to enter a Project Location? (If you entered a specific address above, your answer will be 'NO' even if the system did not locate your address.):

No

Yes

Figure 13

14. In the next field, choose whether you need to enter a specific location. You only need to do this if you did not enter a specific address in step 10 above. Complete the following fields appropriately. (Figure 14)



Do you still need to enter a Project Location? (If you entered a specific address above, your answer will be 'NO' even if the system did not locate your address.):

Yes

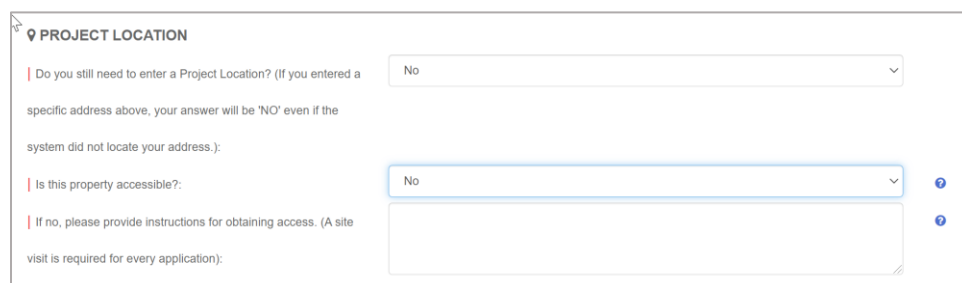
How will you identify the project location:

Enter City:

Is this property accessible?:

Figure 14

15. Next, select *Yes* if the property is accessible. If not, select *No* and enter instructions for obtaining access, such as calling to set up a time to meet or to get an entry code. (Figure 15)



**PROJECT LOCATION**

Do you still need to enter a Project Location? (If you entered a specific address above, your answer will be 'NO' even if the system did not locate your address.):

No

Is this property accessible?:

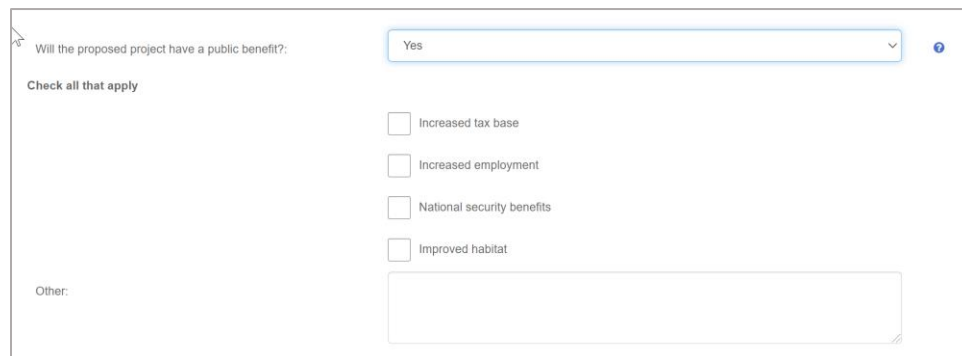
No

If no, please provide instructions for obtaining access. (A site visit is required for every application):

Figure 15

## PROJECT INFORMATION

16. Follow the included instructions to enter the **Project Name or Title**, **Project Description**, and **Project Purpose and Need** in the next three fields.
17. Choose if the proposed project will have a public benefit. If Yes, check the applicable boxes and enter any other benefit that the project will provide. (Figure 16)



Will the proposed project have a public benefit?: Yes

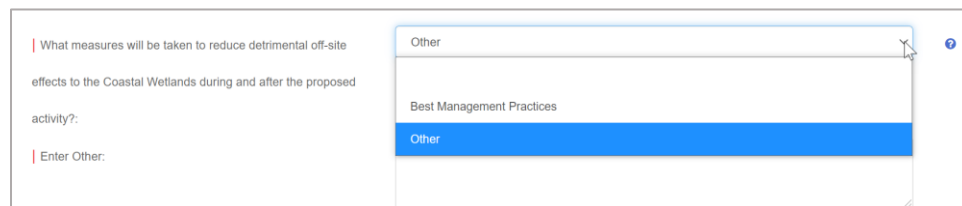
Check all that apply

- ☐ Increased tax base
- ☐ Increased employment
- ☐ National security benefits
- ☐ Improved habitat

Other:

Figure 16

18. In the next field, choose what measures will be taken to reduce detrimental off-site effects. If something other than “Best Management Practices,” choose other and add an explanation. (Figure 17)



What measures will be taken to reduce detrimental off-site effects to the Coastal Wetlands during and after the proposed activity?:

Enter Other:


Other

Best Management Practices

Other

Figure 17

19. Choose whether the proposed project contains any marsh vegetation. (Figure 18)



Does project area contain any marsh vegetation?:

Figure 18



## PROJECT SCHEDULE

20. In the Project Schedule section, if you have the proposed Start Date, Completion Date, and Estimated Cost, enter the information in the given blank fields. (Figure 19)

**PROJECT SCHEDULE**

Do you know the Proposed Start Date?: Yes

Enter Proposed Start Date:

Do you know the Proposed Completion Date?: Yes

Enter Proposed Completion Date:

Do you know the Estimated Cost of the Project?: Yes

Enter the Estimated Cost of the Project:

**The Completion Date and Cost are only estimates. It is okay if they change later, just give your best estimate.**

Figure 19

21. If any other agencies have issued permits or approvals, enter the information in the given blank fields. (Figure 20)

Have any other federal, state, or local agencies issued permits or other types of approvals for the proposed project?: Yes

Agency Name:

Type of Approval:

Identification Number:

Date Applied:

Date Approved:

Figure 20

22. If any other agencies have denied project approval, enter the information in the given blank fields. (Figure 21)

Have any other federal, state, or local agencies denied approval for the proposed project?: Yes

Agency Name:

Type of Approval:

Identification Number:

Date Applied:

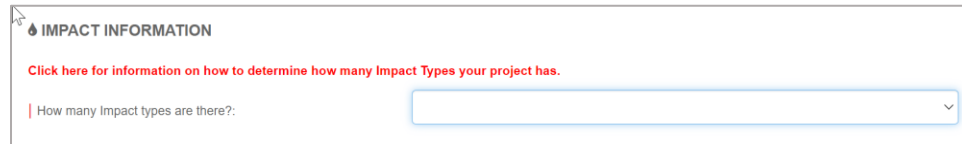
Date Denied:

Reason for Denial:

Figure 21

## IMPACT INFORMATION

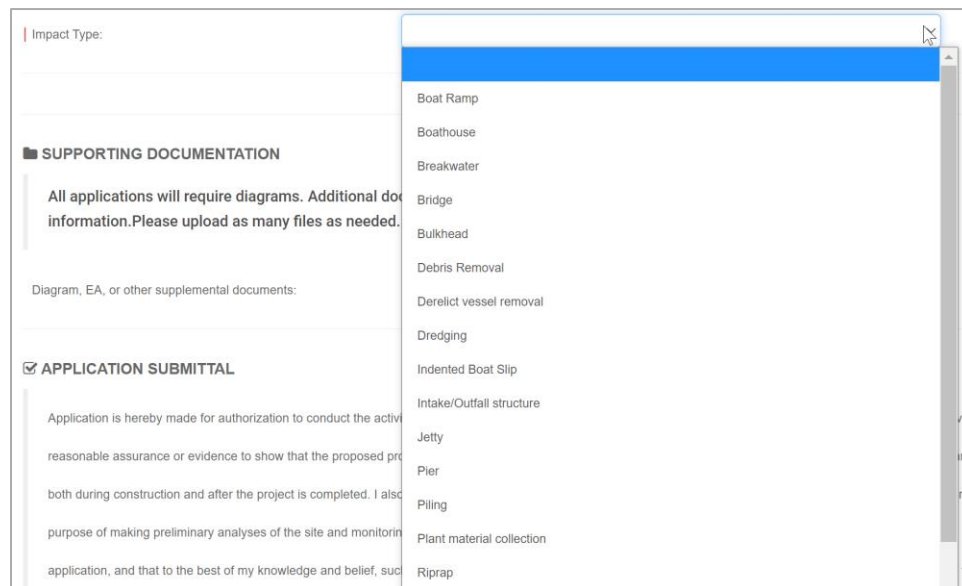
23. Enter how many Impacts Types you are proposing. For more information about Impacts, click the red link. Click [HERE](#) for help in determining number of Impact Types. (Figure 22)



The screenshot shows a web form titled "IMPACT INFORMATION" with a small icon of a water drop. Below the title, there is a red text link that says "Click here for information on how to determine how many Impact Types your project has." Below this link, there is a label "How many Impact types are there?:" followed by a text input field with a downward arrow on the right side, indicating a dropdown menu.

Figure 22

24. After choosing the number of unique Impact Types, choose the Impact Type from the drop-down list. (Figure 23)



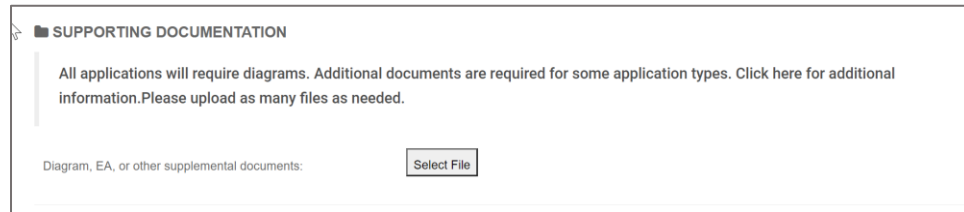
The screenshot shows a web form with a dropdown menu open. The dropdown menu is titled "Impact Type:" and lists various impact types: Boat Ramp, Boathouse, Breakwater, Bridge, Bulkhead, Debris Removal, Derelict vessel removal, Dredging, Indented Boat Slip, Intake/Outfall structure, Jetty, Pier, Piling, Plant material collection, and Riprap. The dropdown menu is open, showing the list of options. The background of the form shows sections for "SUPPORTING DOCUMENTATION" and "APPLICATION SUBMITTAL".

Figure 23

25. Each Impact Type will have its own set of fields. Complete all required fields and use the specified units. Most impact types use feet, rounded to the nearest half-foot (**2 ft. 6 in. should be entered as 2.5**).
- Once you answer an Impact Type field, the system will prompt you with additional required information.

## SUPPORTING DOCUMENTATION

26. Click *Select File* to upload any Supporting Documentation. For help with Supporting Documentation click [HERE](#). (Figure 24)

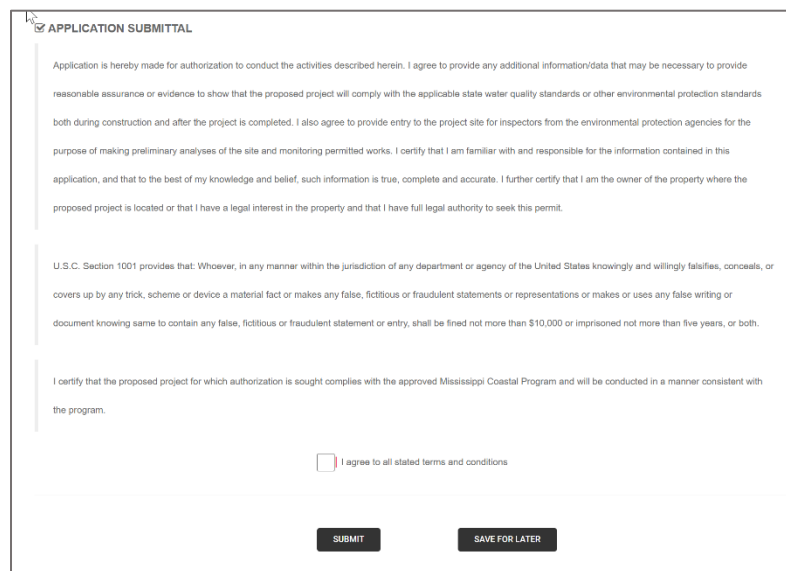


The screenshot shows a web form titled "SUPPORTING DOCUMENTATION". Below the title, there is a paragraph of text: "All applications will require diagrams. Additional documents are required for some application types. Click here for additional information. Please upload as many files as needed." Below this text, there is a label "Diagram, EA, or other supplemental documents:" followed by a "Select File" button.

Figure 24

## APPLICATION SUBMITTAL

27. Click the checkbox to agree to all stated Terms and Conditions.
- a. Click *Submit* or *Save For Later* to finish the application or save it to your CitizenServe account to be completed at a later date. (Figure 25)



The screenshot shows a web form titled "APPLICATION SUBMITTAL". The form contains three paragraphs of text. The first paragraph is a declaration of agreement to provide information and allow site entry. The second paragraph is a quote from U.S.C. Section 1001 regarding false statements. The third paragraph is a certification that the project complies with the approved Mississippi Coastal Program. Below the text, there is a checkbox labeled "I agree to all stated terms and conditions". At the bottom of the form, there are two buttons: "SUBMIT" and "SAVE FOR LATER".

Figure 25